Field Safety Notice

Reference: UHL/FSN/TAM100614 Date: 10th June 2014

Product: UPRA3478 and **UPRA367803 –** Pumps for the Tamora and Tamora Plus pressure relief mattresses.

Models UPRA367803W, UPRA367803D and UPRA3478W are unaffected by this Field Safety Notice

Type of action - Product Safety information – additional user information.

Incident; Ultimate Healthcare have become aware that the pumps for the Tamora/ Tamora Plus Pressure Care System may be inadvertently left in "Static" mode which may lead to increased risk of pressure related incidents.

Unless otherwise prescribed, the pump for the Tamora/Tamora Plus Pressure Care System must be manually switched back to Alternating mode after the activity requiring Static mode has been completed.

Ultimate Healthcare
Customer Services Department, Unit 3 Shortwood Business Park,
Shortwood Court, Barnsley, S74 9NW

Registered in England and Wales.
The company registration number is 5894828
VAT: GB892330224

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This information is included on page 6 of the User Manual under "**PRODUCT FUNCTIONS**" and a precautionary warning label is attached to the front of the Pump.

Note: This only affects model number **UPRA367803 and UPRA3478,** the model number can be found on the reverse of the pump.

Models UPRA367803W, UPRA367803D and UPRA3478W are unaffected by this Field Safety Notice as they either have no static feature or they automatically return to Alternating mode after a set period of time.

If end-users or other carers are responsible for any aspect of a pressure care regime that uses this product then this notice must be transmitted to them.

Should you have any queries regarding this notice please contact;
dvear@ultimatehealthcare.co.uk or telephone 0333 321 8996.

Dawn Vear
Quality Manager
Ultimate Healthcare

Field Safety Notice

Field Safety Notice - Returns Slip

Dear

Please find enclosed a Field Safety Notice that has been created with regard to the use of the Pump for the Tamora/Tamora Plus Pressure Care System – **UPRA367803 and UPRA3478**
Our records indicate that you have received these pumps and we would therefore be grateful if you could take the time to read this FSN and complete the returns slip as indicated below. This should then be returned by email to dvear@ulitmatehealthcare.co.uk or by fax to 023 8066 2388 this will enable Ultimate Healthcare to keep up to date records that will then be forwarded to the MHRA.

Customer Name:

Address:

Post Code:

The details contained in this notice have been read and understood.	Yes		No	

Name:……..

Signature:……

Date:……

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